

SUMMARY NOTES

Maine Quality Forum Advisory Council

September 10, 2010

Present: Kathy Boulet, DC, James Case, Josh Cutler, Alex Dragatsi, Steve Gefvert, Karynlee Harrington, Jeff Holmstrom, Robert Keller, Becky Martin Lisa Miller, Al Prysunka, Paul Tisher, and David White (via phone).

Item	Discussion	Decision/Action	Date Due
New Staff	Josh Cutler introduced Alexander Dragatsi as program coordinator of the Maine Quality Forum. Alex formerly worked as an epidemiologist for the Immunization Program at the Maine CDC.	No action necessary.	
MQF Director Resignation	Dr. Keller informed the Advisory Council that Dr. Cutler had tendered his resignation as Director of the Maine Quality Forum.	No action necessary.	
Maine Patient-Centered Medical Home	<p>Lisa Letourneau, director of Maine's patient-centered medical home pilot, presented an update of the pilot's first year of implementation and shared lessons learned to date. While too early to know its impact on patient outcomes, Lisa described the critical role that medical homes play in moving toward the transformational change described in health reform. Key features include:</p> <ul style="list-style-type: none"> • Anthem, Aetna, Harvard Pilgrim HealthCare and MaineCare are participating in the pilot. While payments vary by payor, they generally embrace three core components: prospective PMPM care management fee; ongoing fee for service payments; and pay for performance incentives. • Maine plans to apply for the Medicare medical home demonstration which will be awarded to six states. While stiff competition is expected, it is generally felt that Maine is very well positioned. • An evaluation is being designed which will focus on patient experience of care, clinical quality measures, cost and resource use, and practice changes. • An online data reporting system developed by OnPoint has been developed to provide quarterly feedback to practices on their quality against 31 clinical measures. The report compares overall practice performance to 	Information only; no action required	

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	<p>peers in three areas of unwarranted variation, evaluates overall effectiveness and efficiency, and gives scores on six key utilization measures.</p> <p>In response to questions about preliminary lessons, Lisa emphasized the essential role of leadership in bringing about practice transformation and the importance of effective teams. Outside coaching has also been a critical factor in mentoring practices as they take on new roles and responsibilities. More experience is needed to develop models for engaging patients and to engage specialists and hospitals in shared goals and cost savings.</p>		
Dirigo Health Agency Update	<p>Karynlee Harrington shared a monthly update of DirigoChoice enrollment and a financial overview of the agency. Karynlee also reviewed the Program Fact Sheet describing the portfolio of health coverage options offered through the Dirigo Health Agency, including: DirigoChoice, Pre-Existing Condition Plan, Health Coverage Tax Credit, Part-Time Worker Coverage Voucher, and Parent Expansion.</p> <p>Policy options for implementing health reform, especially the Exchange, are being discussed in several venues:</p> <ul style="list-style-type: none"> • The Executive Steering Committee will meet on 9/21 to review policy options for implementing an Exchange in Maine and to consider possible directions for the new administration. • The Joint Select Committee on Human Resources will also meet on 9/21. • The Governor’s Office has received a federal planning grant to consider options and implications for implementing an Exchange. <p>Karynlee acknowledged that decisions regarding the Exchange must await the new administration. In the meantime, however, the Dirigo Health Agency has worked diligently to lay the groundwork for thoughtful deliberations and decision-making.</p>	Information only; no action required	
Patient Experience of	Josh Cutler described plans to administer the CAHPS patient experience survey to patients of Maine primary care practices. Endorsed by the National Quality Forum, the CAHPS survey assesses the total patient experience, including	For discussion only	

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Care	<p>access, engagement in decision-making, wait times, and quality. The Maine Health Access Foundation will support the first round of surveys which will be voluntary. A request for proposal will solicit bids from qualified entities to administer the survey and coordinate the study. The project has the support of the Maine Health Management Coalition and Aligning Forces for Quality. Subsequent rounds of the survey may be adjusted for administration to patients of specialty groups.</p> <p>Paul Tisher raised questions about the correlation of patient satisfaction to clinical quality and whether this initiative should be a priority to the agency. Josh noted that research supports the relationship of a well-informed and satisfied patient to one who is more likely to adhere to treatment regimes and seek appropriate care.</p> <p>Kathy Boulet cautioned that a great deal of follow up is required to get decent response rates and that more patient awareness about the value of the survey is needed to build response. Karynlee agreed that more work is needed in working with practices and patients prior to survey administration.</p>		
WorkPlan	<p>Josh Cutler reviewed major activities underway within the Maine Quality Forum, including the statutory or State Health Plan reference for each, organizational partners, the budget, contracted support and timelines for completing. .</p>	Information only	
Next Meeting	<p>The next meeting is scheduled for Friday, November 12, 2010.</p>		